



## **Center for Health and Learning**

28 Vernon Street Suite 319 Brattleboro VT 05301

802.254.6590 [www.healthandlearning.org](http://www.healthandlearning.org)

## **Office and Technology Assistant 190328**

**Status:** Hourly

**Level of Effort:** .4 FTE

**Location:** Brattleboro, VT

**Reports to:** Operations Manager

**Benefits:** Eligible, pro-rata

**Estimated Starting Date:** May 1, 2019

**For more information:** Gwen Mousin, Operations Manager [gwen@healthandlearning.org](mailto:gwen@healthandlearning.org)

Works with the CHL team to achieve the vision, mission, and strategic goals of the organization by providing support in the areas of office and clerical assistance, website, social media, and information technology

## **Primary Responsibilities**

### **Office Assistant**

- Answer telephone in a professional manner; handle inquiries and disseminate messages appropriately
- Copy, and collate materials for events, trainings, grant applications, and reports
- Create labels, certificates, nametags, sign-in sheets as required and as directed by the Training and Event Coordinator
- Collect daily incoming mail and deliver outgoing mail to Mail Room
- Support training/event preparation and assist with packing of materials for transportation
- Assist with shipping needs and implement bulk mailings when needed
- Assist in compiling pre- and post- training surveys
- Assist in creating and sending email communications within CHL's web-based email marketing service
- File records in both paper and electronic forms
- Assist in picking up printed materials from local printers
- Provide general office assistant support to all CHL staff, as required
- Assist with data entry to ensure training and customer relations management systems are kept up to date.

### **Website Support:**

- Assist with management of/ updates to CHL's Wordpress websites (CHL, Vermont Suicide Prevention Center, Umatter Site) including uploading relevant web content
- Update website calendars
- Interact with and assist in managing CHL's event registration site
- Track, and report website traffic using web analytics applications
- Assist with domain registrations and management

### **Social Media**

- Post CHL's social media content to Facebook, Twitter, YouTube, LinkedIn, and other social media, including photos and videos, as requested by CHL staff
- Become familiar with CHL content to recommend social media postings
- Track metrics and report relevant conversations on CHL's social media sites for response by program staff

### **Technical Support Responsibilities:**

- Field help requests from CHL staff related to computer issues
- Identify and troubleshoot IT issues internally when possible
- Escalate problems, when required, to CHL's outside IT support group and serve as liaison with IT support until issue is resolved
- Provide support during GoToMeeting and GoToWebinar events including set-up, troubleshooting, question/chat moderator, and recording

### **Qualifications**

- High School diploma or equivalent and 1 year relevant work experience
- Knowledge of PC and MAC computer hardware and software
- Full knowledge and utilization of Microsoft Office, particularly Word, Excel, PowerPoint, and Access
- Knowledge of and experience with WordPress websites
- Knowledge of and experience with social media platforms
- Knowledge of and experience with web analytics applications
- Excellent interpersonal skills and ability to work within a team-based, collaborative environment
- Ability to learn, absorb and retain information
- Keen attention to detail
- Ability to manage and handle multiple projects simultaneously
- Mission-driven work ethic and an understanding of the deadline-driven demands of a nonprofit work environment a must

### **For more information:**

Gwen Mousin, MPHA, Operations Manager, [gwen@healthandlearning.org](mailto:gwen@healthandlearning.org); 802-254-6590